

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION ☒ UNCLASSIFIED

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Office of Information Technology Services		9. Position No. K0233267	10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Systems Software Analyst	
3. Division HS-EBIT - DCF			12. Proposed Class Title	
4. Section Technology Services	For Use By Personnel Office	13. Allocation		
5. Unit Tools and DBA		14. Effective Date		
6. Location (address where employee works) City County		15. By	Approved	
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. % Regular		Office	16. Audit Date: By: Date: By:	
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/ To: 5:00 PM			17. Audit Date: By: Date: By:	

Agency
Number

Position
Number

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Katherine P Harris	Systems Software Supervisor	K0230088

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Katherine P Harris	Systems Software Supervisor	K0230088

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

- a.) The employee has latitude in developing goals and in setting progress and projection deadlines to meet business goals and outcomes.
b.) Instructions, methods and guidelines are given to the employee through vendor training classes, information technology manuals on the assigned software, and documentation. This is considered full performance technical work.
c.) Assignments are received with some instruction with respect to the details and results expected. Work is periodically checked for

progress and conformance to established policies and requirements.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
		<p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
1 30%	E	<p><i>Research and resolve technical issues and questions related to area of responsibility as assigned.</i> Consults with programmer/system analysts, peers, business users, Data Center/Computer Operations, outside agencies, third parties and vendors on issues related to application software and if needed, presents written and oral solution and analyses. The procedure to resolve will vary based on the issue/question raised. Provide software and application support during normal work hours for work efforts. Provide on-call support both during and outside of normal work hours for application schedules and processes. SSA will be evaluated on coordination and collaboration with customers and team members and whether or not the issue or question is successfully resolved or answered, plus the effort/accountability of the SSA in researching and analyzing the problem and resolution time.</p>
2 30%	E	<p><i>Analyze, plan, coordinate and install and/or upgrade application software and tools plus prepare recovery solutions for business applications for existing and new applications as requested by ITS Management and architectural direction.</i> Research, review and discuss the impacts of system software installations and integrations, planning and evaluation of software packages and provide analysis, specifications and documentation. Deliver work that is on time and that meets the requirements as agreed upon. Deliver excellent customer service by designing, developing and testing software and code that provides functionality to meet or exceed business area needs. Work collaboratively with the business analyst and others to lead and/or execute assigned work requests and problem reports. SSA will be evaluated on coordination and collaboration, meeting requirements, meeting work effort target dates/deadlines, managing work efforts and other resources (when leading work efforts), installation success and coordination and collaboration with work effort team members.</p>
3 20%	E	<p>Test information system software and tools: Work collaboratively with development, business, training and testing unit to deliver excellent customer service by testing software upgrades of applications and tools to ensure it provides or continues to meet functionality for business needs and application availability. Results are verified by Tools and DBA team members as well as the development, testing, outside Agencies and business area. The team, management and business are then notified of the test results. Once testing is completed and requirements have been met, a go/no go decision will be made by responsible parties. SSA will be evaluated on meeting requirements, meeting work effort target dates/deadlines, growth/improvements in areas of technical support capabilities and leading increasingly larger work efforts, installation success and</p>

		coordination and collaboration with work effort team members.
4 10%	E	<i>Mentor co-workers and communicate functional changes to customers, both internal and external, in assigned software tools, application software and application code processes, maintenance and support.</i> Mentoring is an on-going task and will be reviewed by supervisor, getting feedback from Mentor, mentoree(s), business partners and ITS tester(s) and Business Analyst(s). Performance will be evaluated on effort/accountability of mentor, execution of a mentoring plan (proposing and following up on ideas for how to better mentor others) & new staff progress in learning new systems and ability to complete increasingly more complex work efforts/tasks.
5 5%	E	<i>Ensure software and application documentation is prepared and updated as assigned projects, problem reports, work efforts and service requests are implemented to allow for effective maintenance/support/enhancement of assigned software.</i> Develop and document the technical processes, environmental lifecycles, application infrastructure, security, testing and procedures to adapt to a peer and customers environment. Specify policies, standards or procedures for safeguarding applications and data integrity (accuracy, completeness and confidentiality). Documentation may be reviewed by a supervisor, lead or business area associate. Documentation will be reviewed for accuracy, completeness and whether it is sufficient to provide information to effectively support/maintain/enhance the associated software or application.
6 5%	M	Complete timesheets, provide work status reports and attend Change Management and status meetings. Time sheets, status reports and attendance at meetings will be reviewed and/or approved by a supervisor. Time sheets will be reviewed for accuracy and completeness. Status reports will be reviewed for accuracy and whether sufficient information is provided so the supervisor is aware of obstacles/risks, issues, progress, milestones and target dates.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- () Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- (X) Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

Business Applications (Client Services, TNAF, SNAP, expedited services, ChildCare Provider), software and issue resolution procedures may not be able to function to meet business needs and mandates, resulting in fines and other penalties. May not be able to transmit data to appropriate parties, thus disrupting their processes and resulting in fines and other penalties being imposed for the business program area. Major program failure could be the result if unable to provide solutions, disaster recovery, issue

resolution resulting long term downtime for the customers and users of the Agencies programs. Business may be unable to get timely information to provide answers for legislators and services for clients. Software, system issues and failures could render business applications useless and impact quality of care, financial penalties or loss of funding for not meeting state and/or federal mandates.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

<u>Who?</u>	<u>How Often?</u>	<u>Purpose?</u>
Developers	Daily	Support & Collaboration to meet essential and non-essential job functions
Supervisor	Monthly, or as needed	Collaboration, Status Updates, direction/goal setting, feedback
Fellow DBA/Tools team members	As needed	Collaboration to meet essential job functions
Business Analyst/PM	As needed	Collaboration and clarification to meet essential and non-essential job functions
Help Desk Analyst	Daily, or as needed	Help desk issue resolution, ticket, clarification, close-outs
Testers	As needed	Application testing of software upgrades, Collaboration & clarification to meet essential job functions.
Server/Network Team	As needed	Support & Collaboration, coordination and team interaction to implement new software and hardware upgrades for business Applications.
Business Users	As needed	Collaboration & to get clarification on business requirements and direction to meet business program needs.
Data Center/Computer Operations Staff	As needed	Notification of batch job abends. Collaborate to resolve batch Issues.
Outside agency/third-party contacts	As needed	Collaborate to initiate, maintain and support business applications, application software, testing, projects and work efforts.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Normal environmental conditions of typical modern offices. Work is predominately sedentary and requires minimal physical exertion. Normally seated, work allows for walking or standing at will. Limited travel for the purpose of training and the support of business users. Eye, back and neck strain through the use of a desktop computer and sitting for long periods. Back strain from lifting and moving, manuals (books). Stress caused by dealing with various critical situations and/or problems requiring additional time, and being on call 24 hours a day, 7 days a week (and frequently called). Working evenings and weekends as needed is expected to provide database management, deployments for applications and system software and tools.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Telephone – Daily
 Personal Computer/Laptop – Daily
 Copier – Occasionally
 FAX machine – Occasionally
 Local Area Network (LAN) – Daily
 Mainframe and System Software – Daily
 Internet – Frequently
 Printer – Daily
 Calculator – Daily

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Successful completion of 24 hours in computer science coursework or certification and one year experience in system software programming and analysis or two years of experience in system software programming and analysis or database implementation and maintenance. Education may be substituted for experience as determined relevant by the agency.

Education or Training - special or professional

See Education - General

Licenses, certificates and registrations

See Education - General

Special knowledge, skills and abilities

See Education - General

Experience - length in years and kind

See Education - General

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must maintain security clearance throughout employment.

Preferred education or experience that may be used to screen applicants. This position is within the Tools and DBA section of Application Management and requires IT technical abilities, the following listed tools could be assigned as IT projects expand or are assigned.

- Knowledge and experience with application software tools and application development methodology through complete life cycles.
 - Knowledge and experience with development platforms (mainframe / Windows Server / Windows Client) and software tools.
 - Knowledge of one or more Server or Mainframe computer programming languages. Assembler, Cobol, Natural, SQL, C#, (any scripting language), Java, Scripting languages, PowerShell, JavaScript, SQL
 - Knowledge and experience with any of the following mainframe system software; database management, operating systems (mainframe and Server), Preferable
 - Siebel application administration or configuration,
 - Siebel Tools,
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- Oracle Policy Automation,
- Business Intelligence Publisher,
- Seibel CRM/Public Sector,
- MS SQL Server Database,
- SQL Management Studio
- Microsoft Windows Server,
- Subversion
- Assist with formulation of system scope and objectives, quality assurance review's, make independent decisions, acts as an internal consultant for, development staff, project and business staff in area of assignment.
- Abilities / deal effectively with the information technology needs of IT technicians and development staff; Business users, Software vendor and management staff.
- Good organization and workload management skills. Effective written and oral communication skills in order to establish and maintain good rapport with agency staff for effective and timely problem identification, resolution and work efforts.
- Education, that may be substituted for experience include Computer Science or Information Technology.
- Experience preparing technical specifications.
- Experience at leading others in small to medium projects or work efforts (1-6 months of effort) coordinating work efforts to install, enhance and configure assigned database and software products.
- Knowledge and experience with the following while not required are notable:
 - IBM WebSphere Application Server and Rational Developer(WAS, RAD, and RDz mainframe), IBM Host Access Transformation Services(HATS),
 - EMC Enterprise Content Management (imaging, Captiva / Documentum) software,
 - SQL Database
 - IBM, ClearQuest,
 - Team Foundation,
 - Visual Studio,
 - CompuWare, Gomez and dynaTrace, scripting languages,
 - PowerShell Script
 - SQL
 - Perl

Signature of Employee _____ Date _____

Signature of Personnel Official _____ Date _____

Approved:

Signature of Supervisor _____ Date _____

Signature of Agency Head or _____ Date _____
Appointing Authority